

Warranty and Return Policy

One (1) Year Product Warranty Policy

Your Turbo Wash DVR product is warranted against all defects in material and workmanship for one (1) year from the date of purchase unless specifically noted below. Should your product prove defective within one (1) year, return it to Turbo Wash DVR for repair or replacement with an approved RMA number. Turbo Wash DVR has the sole responsibility for granting a replacement product. The below RMA Return Policy must be followed in order to request repair or replacement of a defective product.

NOTE: Product warranties does not cover any damage due to improper installation, cut wires, product tampering, chemical etching of lens, storm, electrical surges or Acts of God.

RMA Return Policy

1. Turbo Wash DVR offers a 100% money back guarantee (minus any shipping and handling) for any reason within 14 days from the day your product(s) are received.

a. To qualify for a refund:

- i. All products must be in brand new condition.**
- ii. All product boxes must be in new condition with all packing materials.**
- iii. All product accessories must be included and in new condition to be eligible for return.**
- iv. Return packages should be shipped using a track-able shipping method with insurance coverage for the value of the returned merchandise.**

b. Disqualifying refund factors:

- i. Opened cables are not returnable.**
- ii. Cameras that have been mounted are not returnable.**
- iii. DVRs that are past 14 days old are also not returnable.**
- iv. Writing on or damaging the product boxes. Only the shipping box should be labeled.**
- v. Using the product boxes as shipping boxes (Turbo Wash DVR always ships products inside of shipping boxes and not the product boxes themselves).**

2. After fourteen (14) days, Turbo Wash DVR does not offer refunds. All products will be warranted for a period of one (1) year unless otherwise noted above (see “14 day” warranty products) and will be replaced or repaired if found to have any defects.

3. Any returned products (including the product boxes) must be in like new condition to warrant any money back guarantee.

4. Returned merchandise will NOT be accepted without a prior approval by Turbo Wash DVR and the issuance of an RMA (Return Merchandise Authorization) number.

- 1. Packages arriving will be refused unless an RMA number has been issued and is shown on the outside of each shipping package.**
- 2. Customers should write the RMA # on the shipping label of all return boxes.**

5. Once received, Turbo Wash DVR will inspect any returned products in order to validate whether a product is eligible for a credit or replacement. A decision will be made within 10 business days of our shipping department receiving any returned product. In cases where a product has been returned and has missing or damaged parts (for example: missing product manuals, cut wires) the RMA will be declined, and returned to the customer.

6. Credits and refunds will be issued within 5 days after a decision has been made to validate whether a product is eligible for a refund, minus original shipping costs.

7. RMA#s are valid for 10 business days after they are issued by Turbo Wash DVR. Products must be received at our warehouse within 10 business days.

Requesting an RMA

Call 801-557-5666

Provide:

Product Model Number

Product Serial Number

Reason for Return

Contact Name

Email Address

Phone Number

Business Name

Shipping Address

Shipping Costs for Returns

The customer assumes the costs for shipping all returns back to Turbo Wash DVR. All replaced or repaired products are shipped UPS Ground to the USA only unless otherwise agreed to.